CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D107) Facility Management System Administration for B1268 Complex

TA No:	RFD004-Rev11
Task Area Monitor:	**Alternate Task Area Monitor:** None
NASA POC:	**Software Control Class:** Low Control
Type of Task:	Recurring Task

2. BACKGROUND

The 1268 building complex is comprised of numerous heating, ventilation, air conditioning, mechanical, and electrical systems that are essential to supporting a wide variety of research and Information Technology functions for LaRC. Due to the complexity and potential failure of these systems it is essential that continual monitoring of the facility be provided. Also as result of additions, changes or deletions to the facility systems and changes in office and equipment areas, there is a frequent need for maintaining current facility drawing and configuration files.

3. OBJECTIVE

The Purpose of this task assignment is:
1. Provide system administration support for all systems required to monitor and control the 1268 Building complex HVAC systems.
2. Monitor and Maintain Facility and LaRC communication Closet UPS (Uninterruptible Power Supply) systems.
3. Provide Facility configuration and layout documentation and drawings
4. Provide system administration support to ascertain that the 1268 Bldg. Complex is in compliance with LaRC Center and Federal electronic and physical security plans.

This is accomplished through the use of Aperture CAD software for facility drawings, Siemens Insight HVAC software for environmental control, and APC Infrastructure Management System and MGE Monitor Pack software for UPS monitoring. This task includes both hardware and software elements associated with these systems to insure proper and reliable operations.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Facility Management consists of desktop computers and monitoring stations located throughout the building 1268 Complex. Special networking and computer equipment is included in the Siemens Apogee Insight HVAC control system and UPS monitoring systems. Software includes Siemens Apogee Insight HVAC control, MGE Monitor Pack, APC

Infrastructure management, APERTURE CAD software, as well as license managers. On-site system administration is required for the desktop systems used for configuration drawings, HVAC control software, and the UPS monitoring software. This includes hardware and software elements.

Requirements

The Contractor shall provide the following general IT support services and deliver required documentation in accordance with Section 4 of the CONITS Statement of Work (SOW). Performance metrics for general IT support services are stated in Task Assignment #1 and apply to this Section.

1. Provide day-to-day support to coordinate facility maintenance functions with computer operations to minimize disruptions to computer service.
2. Coordinate electrical and mechanical work with respect to site preparation for new and reconfigured computer equipment/facilities.
3. Review and analyze problems associated with facility power distribution, control systems, HVAC, computer-chilled water systems, and initiate corrective action, including third party hardware and/or software maintenance contracts.
4. Monitor backup power systems (Uninterruptable Power Supplies and Generators)for readiness and maintain operational log book of the power distribution.
5. Prepare and maintain facility configuration and space utilization drawings.
6. Support the principal facility coordinator with environmental data for the Complex using the Seimens Apogee Insight HVAC control system.
7. Inspect weekly and maintain an operational logbook for 1268 Facility generators (1268C EOS-DIS Facility and Bldg. 1268B ISB Servers)
8. Provide day-to-day support of all facility maintenance issues (call in for short and urgent calls lights, bathrooms, elevator, and general maintenance items for the 1268 Complex.)
9. Provide system administration support for Aperture Pc's, Siemens Insight System Pc, and MGE/APC monitoring Pc's. This includes maintaining Pc's, software/hardware upgrades, trouble shooting hardware/software, and maintaining appropriate third party maintenance agreements (including Time and Materials work accomplished under those agreements).
10. Interface with appropriate security specialists so they can insure the 1268 Complex is in compliance with Center and Federal electronic and physical security mandates.

Services Specified Through Exhibit A.

Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required general IT support services.

The services of System and IT Security Administration shall be provided for those systems for which "System and IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA) are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for concurrence.

On-site operation areas will be provided for contractor use for support of the covered systems Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations outside of normal working hours will be monitored and problems will be reported to the Technical Monitor within 2 hours of the start of the next business day. Emergency situations (those that will disrupt the critical IT activities within the facility) will be reported to the Technical Monitor within 4 hours of the occurrence.

Provide cellular phones or similar wireless communication for work in the 1268 Complex.

General IT Support Services Performance Metrics

<u>Performance Standard</u>: Inventory of equipment and software is up-to-date and accurate.

<u>Performance Metrics</u>:

      Exceeds: "Meets" and: semi-annual audit finds no deviations from the actual configuration; or improvements have been made to the configuration management system.

      Meets: Data format is satisfactory, semi-annual audit finds only minor deviations from actual configuration, and tracking log is up-to-date.

      Fails: Any of the requirements of this subsection (a through c) are not satisfied.

<u>Performance Standard</u>: All systems to which these services apply are maintained to OEM standards. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

<u>Performance Metrics</u>:

      Exceeds: "Meets" and: incipient failures are recognized and acted upon; or repairs are accomplished ahead of schedule.

      Meets: Equipment failures are identified within 2 hours of occurrence (or beginning of first prime shift following occurrence) and satisfactory repairs are affected on the schedule agreed to by the contractor and line manager before the repair is initiated. Data is restored to status of the last available back-up

Fails: Any of the requirements of this subsection (a through g) is not satisfied.

<u>Performance Standard</u>: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

<u>Performance Metrics</u>:

Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. Users are kept informed.

Fails: Any of the requirements of this subsection (a through h) is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

Secret Clearance is required

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None Required.

10. JOINT REVIEW SCHEDULE

None stated in task assignment.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/01 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Generator Logs	Monthly.
2	UPS Problem/Maintenance Log	As occurs
3	Power Outage Log	Quarterly
4	Facility hard key allocation	Yearly
5	Facility Configuration Drawings	Provide drawings within five (5) working days
6	Facility Environmental Data	As requested by the Facility Coordinator
7	Facility Utilization	As requested by the Facility Coordinator.
8	Facility Card Key Allocation	As required

17. FILE ATTACHMENTS

None.